

M Scorecard Performance Summary							
Department Name: LARA				Legend:			
Executive/Director: S. Hilfinger				Green		90% or greater of target	
Period: January 2012				Yellow		>=75% to <90% of target	
				Red		less than 75% of target	
				White		not applicable	
Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
Office of Regulatory Reinvention							
1 Comprehensive Rule Review		↑	100%	39.6%	22.7%	Monthly	Percent of Existing Rules Reviewed
2 Administrative Rule Count		↓	n/a	18,356	18,526	Monthly	Number of Existing Administrative Rules
3 ARC Generated Changes		↑	200	5	0	Monthly	Number of Changes Implemented Following ARC Recommendations
4 Rules Committees Formed		→	8	7	7	Monthly	Number of Rules Committees Formed
5 Total Rule Rescissions		↑	3,000	415	245	Monthly	Number of Rules Rescinded
6 Net Reduction in Number of Administrative Rules		↑	TBD	-359	-189	Monthly	Net Reduction in Administrative Rule Count since April 25, 2011
Adjudications							
7 Timely Administrative Hearings		↓	90%	74.5%	76.5%	Monthly	Percent Closed Within Timeliness Deadlines
8 Unemployment Appeals		↑	30	37	32	Monthly	Average Case Age of 1st Level Appeals
9 Public Benefit Cases		↑	90%	83.6%	81.0%	Monthly	Percent Compliance Within Timeliness Standards
10 Tax Tribunal Small Claims		↓	90%	49.0%	69.0%	Monthly	Percent Compliance Within 14 Month Standards
11 LCC Violation Appeals		↑	75%	85.0%	82.0%	Monthly	Percent Finalized Within 90 Days
Licensing and Permits							
12 Timely Permits and Licenses		↑	90%	80.7%	71.2%	Quarterly	Percent Issued Within Timeliness Deadlines
13 BHS Facility Plan Review		→	90%	92.0%	92.0%	Quarterly	Percent Compliance Within 6 Week Time Standard for Construction Plan Review
14 BCS Corp Document Review		↑	90%	95.4%	94.4%	Monthly	Review of Non-Expedited Documents Within 5 Days
15 BCC Permit Processing		↑	85%	98.4%	93.6%	Monthly	Percent Processed Within 5 Business Days
16 BHP License Issuance		↓	90%	90.0%	94.0%	Monthly	Percent Completed Within 60 Days After Receiving Completed Application
17 BHP Medical Marihuana License Processing		↑	95%	95.0%	51.0%	Monthly	Percent Processed Within 20 Business Days
18 LCC Application Processing		→	90%	96.0%	96.0%	Monthly	Percent Completed Less than 60 Days After Receipt of Completed Application

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Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
Complaint Processing							
19 Timely Complaint Resolution		↑	90%	83.3%	69.9%	Quarterly	Percent Process Within Timeliness Deadlines
20 BHP Complaint Drafting		↓	90%	32.3%	72.0%	Monthly	Percent Drafted Within 22 Days of Assignment
21 BCS Complaint Processing Time		↑	90%	69.7%	56.2%	Quarterly	Percent of Complaints Processed Within 180 days
22 OFIR Complaint Handling		↓	90%	96.0%	99.0%	Quarterly	Percent of Complaints Opened Within 7 Business Days
23 MIOSHA Complaint Processing		↑	95%	100.0%	98.0%	Quarterly	Percent of Employee Complaints Completed Within 10 Business Days
24 WH Complaint Processing		↓	75%	57.0%	75.0%	Monthly	Percent of Investigative Complaints Completed Within 90 Days of Assignment
Key Economic Indicators							
25 Construction Industry Injury and Illness Rate		↑	2.7	2.0	1.4	Annual	Number of Injuries or Illnesses Per 100 Workers
26 Manufacturing Industry Injury and Illness Rate		↑	6.3	5.9	5.5	Annual	Number of Injuries or Illnesses Per 100 Workers
27 UIA Claims		↓	n/a	109,694	114,615	Monthly	Total New Claims Filed
28 New UIA Employer Accounts		↑	1,850	2,294	1,164	Monthly	Number of New Accounts Opened
29 WC Cost of Premium Ranking		↓	40	23	32	Biennial	1 (Highest) to 50 (Lowest)
30 Michigan Average Electrical Retail Price (Commercial)		↑	n/a	35.0	34.0	Monthly	National Ranking of retail price of Commercial Electricity (YTD)
31 Building Permits Issued		↑	n/a	102	96	Monthly	Number of Building Permits Issued
32 Home Heating for the Vulnerable Fund Assistance			27,500	N/A	N/A	Quarterly	Number of Vulnerable Households Served
33 Centers for Independent Living Information & Referral			TBD	4,077	N/A	Quarterly	Number of Individuals Served